

# The Honorable Maryellen O'Shaughnessy

## **Administration & Office of Fiscal Services**

373 S. High Street, Fl. 23

## **Auto Title Division Main Branch**

45 Great Southern Blvd.

## **Appeals Division**

373 S. High Street, Fl. 23



## **General Division Civil & Criminal**

345 S. High Street, Fl. 1-B

## **Domestic & Juvenile Divisions**

373 S. High Street, Fl. 4

## **Juvenile Traffic Division**

399 S. Front Street, Fl. 1

## **Franklin County Clerk of Courts**

### **Employee Development Day 2014 Recap**

*Battelle Darby Creek Metro Park - October 8, 2014* – The Franklin County Auto Title Division gathered in the peaceful setting of the Cedar Ridge Lodge at the Battelle Darby Creek Metro Park for Employee Development Day. Employee Development Day is specifically focused on team building and training while reinforcing positive morale. Most importantly though, it's about recognizing and honoring the employees' hard work and dedication.

Kenneth Skeaton, Director of Auto Title, kicked off the day with a speech then provided everyone with a continental breakfast. The AM session, following breakfast, focused on titling procedures and best practices.

A picnic style lunch, with hamburgers, hotdogs and brats grilled on site wrapped up the morning session. Employees were able to dine inside the lodge or on one of the patios over-looking the beautiful fall scenery of the Darby Creek Metro Park. This gave the team a chance to relax and socialize in a peaceful, family like gathering.

### **PRESENTATION: GUEST SPEAKERS**

Experts from other government agencies, who the Title Division works very closely with, honored us with special presentations. The presenters included:

- Magistrate Bob Morris of Probate Court
- Teresa Johnson and colleagues of the Ohio BMV
- Debbie Carmack from Ohio Division of Natural Resources
- Keith Wilson of Ohio Department of Taxation

Each of the presenters provided us with a unique perspective into their agency and highlighted the importance of developing inter-agency cooperation.

### **PRESENTATION: BRANCH SPEAKERS**

In addition to the guest speakers, representatives from each Auto Title office showed their team spirit by presenting throughout the day. This allowed the employees to share responsibility of the event and shine in front of their peers.

*North Office*

- Jessica Woolwine, LeeAnne Rittel and Crystal Sunderland explained how Probate's forms and procedures tie into Auto Title.

#### *West Office*

- Presentation given by Tammy Speakman and Theresa Baer, focused on the importance of ensuring all of the branches were in sync.

#### *South Office*

- Lynda Clark gave a thorough and impressive presentation on the new court order process.
- Glenn Hagan explained the scanning process and supply orders.
- Eddie Baumann gave a fun presentation covering procedures for best cash handling and processing notary commissions. His presentation had several fun elements including a short movie to illustrate the importance of awareness.
- Hidie Will went over the fundamentals of title fraud and robbery training.
- Molly Nelson and Angie Meade gave the last presentation of the morning, which included an overview of customer service and out of state paperwork.

#### *East Office*

- Edward Clark III and Melissa Moose covered imported vehicles.
- Alexa Jenkins and Nathaniel Thomas gave tips on becoming a successful clerk and maintaining professionalism. This presentation included a short movie on dealing with irate customers. Cast members of this movie included Edward Clark III, Kenneth Skeaton, Victoria Black, Rebecca McCoy, Alexa Jenkins, Fred Clem and Nathaniel Thomas.

#### *Administrative*

- Maryellen O'Shaughnessy, Clerk of Courts, spoke about the importance of being a deputy clerk.
- Christine Emch spoke on attendance and tardiness, benefits and continuing education classes.

#### **Awards Presentation:**

We at the Franklin County Clerk of Courts Auto Title Division, realize that our Deputy Clerks are our most valuable asset. Their hard work, dedication, and commitment to TAC (Timely, Accurate, & Courteous Service) are keys to our agency's success.

In keeping with that spirit, The Franklin County Auto Title Division created the Terry Hughes as well as the Innovation Award. These awards recognize those who exemplify the highest standards in professional practice as Deputy Clerks.

#### **Terry Hughes Award:**

Terry James Hughes, age 64, passed away at home peacefully on Saturday, February 16, 2013. Those who knew Terry well will remember his devotion to his family, Notre Dame and Lake Erie. As a U.S. Marine Corps veteran, Terry proudly served his country from 1967-1971.

Terry was a beloved husband for 34 years to Paula Hughes and proud father of children Erin (Brandon) Caldwell and Patrick. Perhaps his favorite life achievement was the joy of being a loving and fun grandfather, "T", to his grandchildren, Camden, Maya, & Emmett Caldwell.

Terry was employed by the Franklin County Clerk of Courts for 15 years. During those 15 years, Terry had an exemplary work record, demonstrating his dedication and commitment to upholding the principle of TAC (Timely, Accurate and Courteous) service.

The Terry Hughes award was given to the nominee who excelled in the following 5 monthly productivity categories:

- Transactions – Transactions per day should generally fall within the lower and upper control limits. In some cases specific monthly goals may be set for an individual.
- Balancing – Any net outage of \$10.00 or more in one month (unrecovered within 10 business days) or excess patterns of outages.
- Waived Fees – Number of waived fees based on individual quality errors (wrong name, address, lien, VIN, mileage, price, etc) Waived fees should be less than 1.5% of transactions.
- Attendance – Attendance will be gauged by unplanned absences and tardiness. This will include calling in with emergencies, illness and other related unplanned use of time.
- Editing – Based from 15 randomly selected titles per employee per day. Percentage of errors should be under 3%.
- Customer Service – Customer service will be measured based on individual demeanor with all customers and employees. A consistent spirit of teamwork and cooperation modeled by respectful treatment of others. Willingness to make commitments and keep promises in pursuit of team goals. Demonstrates interest and concern for other team members and team objectives. Measurement Scale 1-10.

In addition to the general criteria noted above, the nominee also demonstrated on a consistent basis Maryellen O'Shaughnessy's commitment to providing TAC (Timely, Accurate & Courteous Service) through the following:

- The employee demonstrated an understanding of the tasks of excellent customer service by consistently seeking information, supplying information, and extending him/herself when dealing with external customers (public) or internal customers (employees).
- The employee demonstrated an understanding of excellent customer service by advocating for the customer by identifying customer expectations and seeking to utilize and transform internal processes and resources to meet customer expectations.

- While working during a stressful period in the department/division, the nominee continued to exhibit performance above and beyond that generally is expected in resolving customer issues setting an example for other employees.

Management teams at each title office decided which nominee would be chosen to represent their branch for the Terry Hughes award based on the criteria mentioned above. A team of judges chosen by the Director of Operations reviewed the nominees and choose a winner. If there was a tie, the Director of Operations would choose the recipient of the award.

This year's 2014 Terry Hughes recipient was Lee Anne Rittel of the Auto Title North Branch for distinguished and lasting contribution in, Customer Service, Balancing, Waived Fees, & Editing

### **Innovation Award:**

The Franklin County Clerk of Courts Auto Title Division's Innovation Award was given to the nominee on the basis of how effectively the innovation addressed its stated objectives, which may be to improve efficiency, effect cost savings, achieve environmental goals or improve our market position amongst neighboring counties when it comes to dealer work. Specifically, the evaluation criteria that guided the panel of judges were as follows:

- **Originality of the innovation:**
  - a. Is it a new concept or a variation of an existing idea?
  - b. Was it developed independently or in cooperation with others?
- **Impact of the innovation:**
  - a. Will it make a fundamental change in processes?
  - b. Will it impact multiple operational areas or just one specific area?
  - c. Will it lead to more potential uses / applications within other functions of the Auto Title Division?
- **Practicality of its application:**
  - a. Will it be readily integrated into existing systems?
  - b. Will it be cost-effective to implement?
  - c. Does its implementation present any risk / uncertainty to ongoing operations?
- **Measurability of the benefits:**
  - a. Is there a measurable cost saving?
  - b. Does it result in measurable revenue increases?
  - c. Does it create measurable efficiencies in operations / marketing?
- **The development process:**
  - a. Did the development of the innovation lead to better internal processes (i.e., teambuilding, problem solving?)

- b. Can the development approach be applied to similar problems / opportunities?
- c. Will staff learn / benefit from the experience?

- **Applicability:**

- a. Is this an innovation that can be applied to every office?
- b. Could it lead to changes in how Auto Title processes are carried out?

The Director of Auto Title, along with Branch Managers, voted for the award winner. The nominee with the most votes received the award. If there was a tie, the Director of Operations would choose the recipient of the award.

This year's 2014 Innovation Award winner was **Fred Clem** of the Auto Title South Branch for distinguished innovation and lasting contribution in creation of the Shared Drive.

**The Auto Title Quiz Bowl:**

The Franklin County Clerk of Courts Auto Title Division is constantly working to create a solid and successful culture of teamwork. This begins with learning to communicate effectively and appreciate teammates' strengths. That sense of unity is one of the most powerful feelings our Division can enjoy. This sense of unity is obtained by **a commitment** to create team building activities such as The Auto Title Quiz Bowl. Our Deputy Clerks engaged in spirited competition to see which Branch could answer the most Auto Title questions. The Auto Quiz Bowl went as followed:

- Auto Title's North, South, East, & West branches competed for the Quiz Bowl Championship.
- Teams were comprised of no more than three individuals.
- The Quiz Bowl was made up of three rounds consisting of 10 questions each.
- Questions were worth 1 point and increased in value with each round ending with questions being valued at 3 points by the end of round Three.
- Each team was asked a question by The Quiz Master. The teams had 30 sec to confer and answer.
- Questions answered correctly received points. No points were given for incorrect answers. Points were kept and tallied at the end of the Quiz Bowl.
- If a team incorrectly answered a multiple choice question, the following team was given a chance to steal the point. If no team answered the question correctly, no points were given.
- In the event of a tie, the tied teams would be asked a tie-breaker question. The team with the correct (or closest to correct) answer would win the Quiz Bowl.

This year's 2014 Auto Title Quiz Bowl winner was **The Auto Title East Branch**.

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